

TV-143092

Leipski, Tina (UTC)

From: Andrews, Amy (UTC)
Sent: Tuesday, August 12, 2014 10:30 AM
To: Leipski, Tina (UTC)
Cc: Walsh, Sondra (UTC); Rendahl, Ann (UTC); Wallace, Sharon (UTC)
Subject: FW: 2013 Annual Report for Household Goods Carriers

Matthew Crossette
y/b/a
Matt's Moving
THG064988

Hi Tina,

In the last paragraph of the email from Matt Crossette below, he is requesting to voluntarily cancel his HHG registration. Will you accept this email as documentation to start that process in lieu of the commission form available on our website? Please advise.

Thanks,

Amy Andrews

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From: Matt Crossette [mailto:matt@mattsmoving.net]
Sent: Sunday, August 03, 2014 10:33 AM
To: Rendahl, Ann (UTC)
Cc: Padden, Mike; Mike.McCliment@leg.wa.gov; Shea, Matt; Christian, Leonard; 'Simpson, Kelly'; Wallace, Sharon (UTC); Walsh, Sondra (UTC); Andrews, Amy (UTC)
Subject: RE: 2013 Annual Report for Household Goods Carriers

Ann,

I am past the point of getting upset about this. I realize that you and your staff are just trying to follow the regulations as they are written.

I requested that my HHG authority be canceled because I do not agree with how the UTC wants me to interact with my customers. This is not just about pricing. The UTC is very specific about forms I need to use with a customer, how I can calculate charges, info I have to give them before and afterward, what I can and can't charge for etc. etc. My customers and I do not feel all of that is necessary for the service I provide them. Rather than operate illegally and just give you (UTC) the information you want to keep you happy I have opted to close down. Whether you believe this or not, other piano movers are dealing with the UTC regulations by simply ignoring them and just filling out the reports with made up numbers at the end of the year to make you happy. I have confirmed this personally. What it boils down to for me is I don't want to operate illegally and I don't want to operate the way the UTC wants me to. I have a proven method that works for me and my customers and if I can't legally operate that way I would rather not operate at all.

As of the writing of this email I have shut my website down. I have been informed that if I intend to change the law on this it will be a long, long process. This is a process I know nothing about and yet it falls on me to do it because those whose job it is, namely everyone included in this email, do not feel it is worth their time for one reason or another. The whole situation is beyond ridiculous and counterintuitive. For the first time ever in business I have upset several

customers this last week by telling them I could not help them. They called me because of my reputation and were not happy to have to settle for someone else.

This will be the second time I am requesting to have my HHG authority canceled. I am moving on and trying to find another source of income. I intend to fight this in the future, but right now I do not have the financial means and my time must be focused on supporting my family in the here and now. If the commission will rescind the penalty it will help me out a great deal right now. Please let me know if there is anything further required of me otherwise I intend to move forward as stated above.

Matt C.
509-844-8176
matt@mattsmoving.net
www.mattsmoving.net

From: Rendahl, Ann (UTC) [<mailto:arendahl@utc.wa.gov>]
Sent: Friday, August 01, 2014 4:18 PM
To: Matt Crossette
Cc: Padden, Mike; Mike.McCliment@leg.wa.gov; Shea, Matt; Christian, Leonard; Simpson, Kelly; Wallace, Sharon (UTC); Walsh, Sondra (UTC); Andrews, Amy (UTC)
Subject: RE: 2013 Annual Report for Household Goods Carriers

Mr. Crossette:

In response to your email of July 15, 2014, it is not the Utilities and Transportation Commission's (UTC's) intent to close your business or make it uneconomical for you to operate as a piano mover. The agency and its staff are focused on making sure that persons or companies operating as a household goods mover comply with the statutes and rules governing household goods moving.

I understand that Amy Andrews, fiscal analyst with the UTC, has been working with you to arrange a payment plan for the penalty and regulatory fee. We encourage you to maintain your valid certificate to perform household goods moves and continue to work with the UTC staff in making a payment arrangement for the overdue regulatory fee and penalty, completing the annual report, and answering additional questions you may have about the tariff or other rules. If you choose to cancel your certificate, the penalty will be rescinded, but you may be subject to penalties for performing illegal moves if you continue household goods moving within the state of Washington.

Regulation of Household Goods Moving

I understand that you believe you are a piano mover, and do not believe that the few moves you perform between residences should be regulated. Federal common carrier authority issued by the USDOT, which you hold, allows you to move goods between states, but does not provide you with the authority to move household goods solely within Washington state. Household goods moving *within* Washington state, whether it is pianos, gun safes or tables and chairs, is subject to regulation as a business with significant public interest. Movers enter people's homes, remove their furniture and personal belongings and transport them to a new home or apartment. Your website continues to state that you move "pianos", "gun safes", "fragile items" and "more". Because you advertise your services to move any item for anyone within Washington state, you meet the definition of a household goods mover.

The consumer is the reason for the regulation. The agency is pleased that you have a good working relationship and good reputation with your customers. Unfortunately, the UTC has handled too many complaints from consumers who have hired a mover, only to have the mover impose additional fees, damage goods without compensating the customer, or demand additional money before they will deliver the goods.